# APPENDIX D

**July, 2001** 

# **STATISTICAL ANALYSIS**

#### A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon PA. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon PA will use the "modified Z statistic" proposed by a number of CLECs who are members of the Local Competitors User Group ("LCUG"). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Counted Variables:	Measured Variables:
$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC} \left(1 - P_{INC}\right) \left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$	$t = \frac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2_{INC} \left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed Definitions:

Counted Variables are metrics of proportions, such as percent measures.

<u>Measured Variables</u> are metrics of means or averages, such as mean time to repair, or average interval.

 $\overline{X}$  is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

#### **B.** Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both Verizon and the CLEC is 30. For counted variables, both  $n_{INC}p_{INC}(1-p_{INC})$  and  $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ ) must be greater than or equal to 5. When the sample size requirement is not met, Verizon PA will do the following:

- If the performance for the CLEC is better than Verizon PA's performance, no statistical analysis is required.
- 2. If the performance is worse for the CLEC than Verizon PA, Verizon PA will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.
- 3. If the t or binomial distribution show an "out of parity" result, Verizon will run the permutation test..
- 4. If the permutation test shows an "out of parity" condition, Verizon PA will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, Verizon PA will provide documentation

demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon PA troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon PA will identify such behavior and work with the respective CLEC on corrective action.

#### C. Verizon Exceptions Process:

1. A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, etc.) are clustered together as one single event. This being the case, Verizon PA will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following events occur:

- a. Event Driven Clustering: Cable Failure: If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon PA may provide data demonstrating that all troubles within that failure, including Verizon PA troubles were resolved in an equivalent manner. Verizon PA also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon PA. The remaining troubles will be compared according to normal statistical methodologies.
- b. Location Driven Clustering: Facility Problems: If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon PA will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon PA will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- c. <u>Time Driven Clustering: Single Day Events</u>: If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon PA will provide the data demonstrating that the activity is on that day. Verizon PA will compare that single day's

performance for the CLEC to Verizon PA's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

d. CLEC Action: If performance for any measure is impacted by unusual CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders where extended due dates are desired, and delays in rescheduling appointments when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detailed documentation of the events and notify the individual CLEC and the Commission.

#### 2. Documentation:

Verizon PA will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon PA and CLEC performance. For cable failures, Verizon PA will provide appropriate documentation detailing all other troubles associated with that cable failure.

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# 3. Timeline for Exceptions Process:

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 28th
Credits Processed for January Performance	Beginning March 4 <sup>th</sup>
Verizon Files Exceptions on January Performance	March 18 <sup>th</sup>
CLEC and other interested parties Files Reply to Verizon Exceptions	April 4 <sup>th</sup>
Commission Issues Ruling on Exceptions	April 18 <sup>th</sup>
February Performance Reports	March 28th
March Performance Reports	April 28 <sup>th</sup>

# **APPENDIX E**

**July, 2001** 

## Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

- 1. For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).
- 2. Convert Z, t or permutation equivalent score and the performance difference to a performance score pursuant to the following table:

All Parity Measures	>-1.645	Parity	Parity
All Percent Measures	≤-1.645	0.1 to < 5	5 to 15
		Percentage	Percentage
		Points	Points
Network Trouble Report	≤-1.645	0.10 to 0.25	> 0.25 to 2.0
Rate			
Average Delay Days	≤-1.645	0.10 to 1	>1
Mean Time to Repair	≤-1.645	0.10 to 2	>2

- 3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (See Appendix C.)
- 4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (See Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in

When "no activity occurs" in a metric the performance measure and its weight will be excluded from performance score.

that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.<sup>2</sup>

- 5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon PA's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.
- 6. For example, assume the first two steps of the UNE Bill Credit Table were as follows:

Score	Mon. \$	Mon. Vol.	Mon. Rate
-0.30253	\$961,042	100,000	\$9.61
-0.32878-	\$1,059,611	100,000	\$10.59

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a \$48,050 Bill Credit (\$9.61 X 5,000 = \$48,050).

## 8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering,
Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor
performance on measures in any one of these domains, a Domain Clustering Rule has been

The measurement units for UNEs, Resale and DSL are lines in service. For Interconnection, it is minutes in use.

established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs. enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, e.g., if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

# **APPENDIX F**

**July, 2001** 

# **Critical Measures Performance Scoring**

- A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.*, when aggregate CLEC performance falls below standard for a critical measure.
  - 1. Calculate the total dollars available for Bill Credits per critical measure per month.

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, i.e., at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for a -1 performance score to 100% of the monthly maximum amount for a -2 performance score. A sample table appears below for performance differencesand performance scores where the maximum monthly amount for the measure is \$231,184.

Table F-1-1
Allocation of Dollars for Critical Measures
Percent Measures with Statistical Evaluation Standards

Perfor	rmance	Statistical	Performance	Increment	Dollars
Diffe	erence	<u>Score</u>	<u>Score</u>		
From	<u>To</u>				
	<0.1%	≤-1.645	0	0%	\$0
0.1%	<0.5%	≤-1.645	-1.0	50%	\$115,592
0.5%	<1.0%	≤-1.645	-1.1	55%	\$127,151
1.0%	<1.5%	≤-1.645	-1.2	60%	\$138,711
1.5%	<2.0%	≤-1.645	-1.3	65%	\$150,270
2.0%	<2.5%	≤-1.645	-1.4	70%	\$161,829
2.5%	<3.0%	≤-1.645	-1.5	75%	\$173,388
3.0%	<3.5%	≤-1.645	-1.6	80%	\$184,947
3.5%	<4.0%	≤-1.645	-1.7	85%	\$196,507
4.0%	<4.5%	≤-1.645	-1.8	90%	\$208,066
4.5%	<5.0%	≤-1.645	-1.9	95%	\$219,625
≥5.0%		≤-1.645	-2.0	100%	\$231,184

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards <sup>1</sup>

% Perfe	ormance	<u>Performance</u>	Increment	Dollars
From	<u>To</u>	<u>Score</u>		
	≥ 95.0	0	0%	\$0
< 95.0	≥ 94.5	-1.0	50%	\$115,592
< 94.5	≥ 94.0	-1.1	55%	\$127,151
< 94.0	≥ 93.5	-1.2	60%	\$138,711
< 93.5	≥ 93.0	-1.3	65%	\$150,270
< 93.0	≥ 92.5	-1.4	70%	\$161,829
< 92.5	≥ 92.0	-1.5	75%	\$173,388
< 92.0	≥ 91.5	-1.6	80%	\$184,947
< 91.5	≥ 91.0	-1.7	85%	\$196,507
< 91.0	≥ 90.5	-1.8	90%	\$208,066
< 90.5	≥ 90.0	-1.9	95%	\$219,625
< 90.0		-2.0	100%	\$231,184

# 2. The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.

Pursuant to table F-1-1, \$115,592 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1<sup>2</sup>

#### 3. Determine which CLECs qualify for the market adjustment.

For measures where the statistical score is used, the cutoff point for qualification is Verizon PA's score on the critical measure +/- one sampling error (based upon the Verizon PA sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon PA's performance was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

### 4. Calculate the individual market adjustments for qualified CLECs.

- a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.
- b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.
- c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.
- B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, <u>i.e.</u>, for CLECs who receive a performance score ≤ -1 for two consecutive months:
  - 1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final performance score equal to or less than -lon any of the measures included in the critical measurements for the applicable month.
  - 2. Determine each CLECs Bill Credit Adjustment base. The CLECs individual performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.
  - 3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a performance score of -1 or less. This rate is multiplied by the CLEC's volume (e.g., lines in services) to determine the amount to be credit to the CLEC for that critical measure.

# APPENDIX G

**July, 2001** 

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Verizo	n PA 271 Backslide Report				ופת	Month
	Pre-Ordering	VZ	CLEC		DSL	Diff. Perf. Wgt. s
PO-1-06-	Facility Available/Loop Qualification - EDI	T		1		Score Score
PO-1-06-	Facility Available/Loop Qualification - WEBGUI					7.54
PO-8-01-	Avg. Response Time - Manual Loop Qualification			]		
PO-8-02- OR	Avg. Response Time - Engineering Record Request Ordering			Obser	vations CLEC	
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital	$\neg$		]		
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL	-	<b></b>	1	<del>  </del>	333
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -Line Share		-	†		
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital	i	<b> </b>	1	<b></b>	
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) - 2Wire xDSL	]	<b> </b>	1	ļ <u> </u>	
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share	1	<u> </u>	İ	<del>  </del>	
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital	1	<b></b>			
OR-2-04-	% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL		<del></del>	i		507434
OR-2-04-	% OT LSR/ASR Reject - no facilities check (E) - Line Share				<del> </del>	
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital		<del></del>	1		20.4
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL	1				
OR-2-06-	% On Time LSR/ASR Reject - faciliteis check (E) - Line Share				VZ	
PR	Provisioning		L	,	Standard Sample Deviation Erro	
PR-3-03-	% Comp. w/in 3 Days (1-5 lines) Tot Line Share	Mark and		CANAL TO	200	
PR-3-03-	% Comp. w/in 3 Days (1-5 lines) Tot Line Share	35.35.55.55			30 St (St (St	
PR-3-10-	% Comp. w/in 6 Days (1-5 lines) Tot 2Wire xDSL	A 100		4.14		
PR-4-02-	Average Delay Days - Total - 2Wire Digital	100 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<b></b>	CO. 8 40.07 - 5- 51		
PR-4-02-	Average Delay Days - Total - 2Wire xDSL				39.362	
PR-4-02-	Average Delay Days - Total - Line Share	<b> </b>	·			
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital					
PR-4-04-	% Missed Appointment- Dispatch - 2 Wire xDSL	海华泽		100		
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share				6 4 50 274 78 44	
PR-4-05-	% Missed Appt No Disp Line Share				THE RES	
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital				Charles and Charle	
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL				20 00 00 HE TO 12	CALARIENES P
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share					
MR	Maintenance & Repair					
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital	T			AND THE PERSON	
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL			1		E SERVE SON
MR-2-02-	Network Trouble Report Rate - Loop - Line Share					10 Jan 19 19 19 19 19 19 19 19 19 19 19 19 19
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital				<b>多為為數學</b>	
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL				Great III	
MR-2-03-	Network Trouble Report Rate - CO - Line Share				<b>设作技术 选择的</b>	
MR-3-01-	% Missed Repair Appt Loop - 2Wire Digital				3-40 PM	
MR-3-01-	% Missed Repair Appt Loop - 2Wire xDSL					
MR-3-01-	% Missed Repair Appt Loop - Line Share		1			<b>医医验室</b> 1998年 1998年
MR-3-02-	% Missed Repair Appt CO - 2Wire Digital					
VIR-3-02-	% Missed Repair Appt CO - 2Wire xDSL				e de la companya de l	
MR-3-02-	% Missed Repair Appt CO - Line Share				APERT INVEST	
VR-4-02-	Mean Time To Repair - Loop - 2Wire Digital					
AR-4-02-	Mean Time To Repair - Loop - 2Wire xDSL					
MR-4-02-	Mean Time To Repair - Loop - Line Share					
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital					
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL					
AD 4 02	Mean Time To Repair - CO - Line Share					
		. 1	1			
MR-4-03- MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital	<b></b>			**************************************	
	% Repeat Reports w/in 30 Days - 2Wire Digital % Repeat Reports w/in 30 Days - 2Wire xDSL % Repeat Reports w/in 30 Days - Line Share					

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

# Verizon Pennsylvania

Month

271 Backslide Report

"NA" - no activity

# **INTERCONNECTION (TRUNKS)**

OR-1-13-5020 OR-2-12-5000 PR-4-01-5000 PR-4-02-5000 PR-4-07-3540	Ordering % On Time Firm Order Confirmations % On Time Design Layout Record % On TimeTrunk ASR Reject  Provisioning % Missed Appointment - VZ - Total Average Delay Days - Total % On Time Performance - LNP only % Missed Appointment - Facilities	∨z 	CLEC	Obsen VZ		VZ Standard Deviation	Samplin g Error	Stat. Score	Perf. Score	Wgt.	
	% Orders Held for Facilities > 15 Days						<b>美华</b>	1.44			7
PR-6-01-5000	% Installation Troubles w/in 30 Days	L	L	L1			100		Land of		
MR	Maintenance & Repair		<del></del>	<del>,                                    </del>		T	makesia waki	Pressure a			Large Cont
	Mean Time to Repair - Total % Repeat Reports w/in 30 Days					2.86	T KALL DAY	100			
MK-5-U1-5000 NP	Network Performance	L		L			A STATE OF THE STATE OF	3.544.54	Land to		202
	# of Final Trunk Groups Blocked 2 months	) 1		) F		1		F	150		37
	# of Final Trunk Groups Blocked 3 months							•			
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								•			
	Collocation	F	Perfro	mance	Repo	ort for C	ritical	Measu	re#	12	
NP	Network Performance				CLEC		Obs.			Wgt.	
NP-2-01-2000	% OT Response to Request for Physical Collocation	n - New									
NP-2-01-	% OT Response to Request for Physical Collocation	on - Augr	nent	[							
NP-2-02-2000	% OT Response to Request for Virtual Collocation	- New		[							
	% OT Response to Request for Virtual Collocation	- Augme	ent	- 1							
	% On Time - Physical Location -New										
	% On Time - Physical Location -Augment			1		ļ					
1	% On Time - Virtual Location - New			-		¦					
	% On Time - Virtual Location - Augment Average Delay Days - Physical - New					ŀ	——				
f	Average Delay Days - Physical - New Average Delay Days - Physical - Augment			}		}					
	Average Delay Days - Virtual - New			ŀ		ł					
	Average Delay Days - Virtual - Augment			<u> </u>		ŀ					
··· L						L			-		•

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

"UD" - under development

M	Month	Verizon Pennsylvania		esale		UNE	Tr	unks	Colle	ocation	1	DSL	Total
		CRITICAL MEASURES	/ %	\$	7.	\$	1 %	\$	%	\$	1 %	\$	
	# 37 E	PRE-ORDERING	1995	20 F 20 T 20 P	4.50	1000	**************************************	种特殊。山外	Sec. 5	100	STATE OF	i i de	West Controlled
ויו	metric	OSS Interface	1	1	1	1	1.75	<b>ALC:</b> 15.	V.3. 74.	WE WE	j		
		Customer Service Record - EDI	X	i	X	}					142		THE WAS
		Customer Service Record - CORBA Customer Service Record - WEB GUI	X	i	×	j	1 702	12/25			1		
		Facility Availability (Loop Qualification) - EDI	X Distribution	ALCO STORES	A STANSFORM	memorina Constituti	142.84				1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<b>国籍</b>	12.7
H		Facility Availability (Loop Qualification) - WEB GUI	A STATE	115	把我	7.77	THE STATE OF		237.0		Š	ì	
		OSS Interface Availability - Prime - EDI	X	GENERAL CONTRACT (	X	100 25 - 100 Bridge	13.35		*		×	SALOWER WES	
		OSS Interface Availability - Prime - CORBA	×		×	[				200		- PA	
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	×	l	×	}			<b>P</b>	100	12.3		
£ 180	P49484	ORDERING	Felicale.	-78.58-930	Out to the	20113151111111	L25.74.0		A. 1977	3: 51 Y (5×)	#12 OF	Current and	1-1-01-01-01
2		% On Time Ordering Notification	T	T T	1	T	4480	06534-054	rings.	- TY-12	72.4754		- C.S.A S. 100
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	×	į	×		199		45.3	74. LZP	Control of the Contro	THE PARTY	STREET, SOME
1 (		% OT LSRC<10 Lines (Elec -No Flow Through)-POTS	. ×.		×		<b>PERSONAL</b>		7.7%	<b>自由,</b>	14.5		1 S 10 T 10
		% On Time LSRC < 10 Lines (E) -2Wire xDSL	100	1. 1. 6 1. 7	13.13	<b>PERMIT</b>	120	A Part	4	Figure 1	×		
		% On Time LSRC <10 Lines (E) -DSL Line Share	<b>海州郡</b>	15年9年	世界學	民族的智慧		W. 10.		技能的	X		
		S % OT LSRC >=10 Lines (Electronic) - POTS S % On Time LSR Reject - Flow Through - POTS	X	ţ	l 🗘	ł			146		1.35		ELECTION 1
		% OT LSR Rej <10 lines (ElecNo Flow Through)-POTS	l â	1	X	1	1222				13.00		
		% OT LSRC Reject <10 Lines (E) -2Wire xDSL	Market .	MANAGEMENT.	310 210x	Language Co.					X X	CONTRACTOR OF THE PARTY OF THE	[数于数数
		% OT LSRC Rej. <10 Lines (E) -DSL Line Share	353	<b>持環境》</b>					TO THE	Le constitution of the con	l x	[	25.44
	OR-2-06	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	X	]	×	The same of the sa			10.00		CAS	ALC: NO	
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	×		×	İ	Marie 1	<b>建筑</b>	外情	1282		<b>100 100</b>	W. CH
W.	W. Ways	PROVISIONING	1.00275.	P34244550	W. Letter	South Day	Political in	A PER PER	15 35	10 Tel 10 Tel 1	1.50	der year	
3		% Completed	-1.52	ECOYIC.	32.3	PART HELE	1000	STATE OF THE STATE	27.5	331 2 2 3			F
{	PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot Line Share		ALC: S	446				<b>37. 4</b>	<b>13.8</b> 2	х		
ŀĺ	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot - 2Wire xDSL			1300		<b>HEAVY</b>		14.4		×	l	
4a	PR-4-01	% Missed Appointment - VZ - Total - EEL	314 4 ASP	PARTE N	10042.21	340000000000000000000000000000000000000		(A) 3 - 4(4)	Sel O . Sel Tr	100 miles		P. Francisco	Contract Secretary Bridge
4b		% Missed Appointment	150.00	(*2382. <b>3</b> 5)	<del></del>	<del></del>	5343.034.1	DIMENTAL PROPERTY.		And the state of t	10 Table 10	5 84 4 7 FE 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ļ
70	P <b>P_4</b> -01	% Missed Appointment - VZ - Total - Specials	×		×	1	J. E. Carlot	2000000000			STATISTICS.	CONTRACTOR OF STREET	MARKA SHARASHARA
İ		% Missed Appointment - VZ - Total - Trunks		77000000	<b>经验证</b>	A DESTRUCTION	X	MARCHA CONTROL OF SALES			<b>等</b>	<b>计程序</b>	200
		Average Delay Days - Total - 2Wire xDSL		444	<b>建</b>		PERT.			4	X	······································	<b>********</b>
	PR-4-02	Average Detay Days - Total - DSt Line Share	<b>新版性</b>		Mr.	THE REAL PROPERTY.			34.7		X		
		% Missed Appointment - VZ - Total - Dispatch - POTS	X	- Page page access to	Part C	LONG			<b>X</b>	THE PARTY			-17
		% Missed Appl VZ - Total - Dispatch - New Loops	[3]		X AGentes	A CHARGO BANK		BIT LOV	孫安			5000000	96 B T.
		% Missed Appointment- Dispatch - 2Wire xDSL % Missed Appt VZ - Total - No Dispatch - POTS	X	146/4/548E					2 2		SSPERSES		2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
1		% Missed Appl No Disp - DSL Line Share	1947	100	<b>第一</b> 等		建议		*		X	SAMPLE SEE	25
-			Carrie	4670 1658 671 a.	\$435.F.	1.00 K 18.00	142V	Mark 55 h Francis	Contract Con		A SEA TONK	NEAD ALT. NO.	See The Thirty
5	PR-4-05	% Missed Appt VZ - No Disp Platform	34 18.2 E.	Control of the Contro			**************************************	1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A	1,627.16	(3) 4 (10) (2) 4 (4) (10) 100 (2) 4 (4)	-	The same of the	
6	DD 0 04	Hot Cut Performance	()	S LWES					17. 4	100			Navaka satawa wa male 1
		% OT - Hot Cut (adj. for missed appts, due to late LSRC) % Troubles within 7 Days - Hot Cut	40.7	1	X		13.5						
$\sqcup$			100	2.48			**************************************				United States		<b>《阿里斯斯</b> 》(1
7		% On Time Performance - UNE LNP				47.45 Pub-39	r Parton transfer	· XXXX	4	1.4.3	318/76		
	14 H	MAINTENANCE		arteles . *	(3)				206 (12)	34 4 3 A C 1 4 S	1986	A Company	1870 to 1870 to 1
8		Missed Repair Appts.	333	* - *	3.35		<b>3.6</b> 1		上领				THE STANDARD WITHOUT HE WE I
		% Missed Repair Appt. (Loop) - 2Wire xDSL % Missed Repair Appt. (Loop) - DSL Line Share	3	***		MATTER ST	<b>***</b>				X		
	MIX-3-01		の情報	STEP STATE	467.	W-757 200	16.55	7.002	Control of Section	T. St. Line			<b>HA15</b> (1)
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- 1		Mean Time To Repair - Speciats Mean Time To Repair - Trunks	X CHOUSE:	രുള്ളവുടങ്ങം	X	PERSONAL REPRESENTA	を発売する	AGENCY AND A	: <u> </u>	社员集		20 PM	
- 1		Mean Time To Repair - Trurks Mean Time To Repair - Loop - 2Wire xDSL			M.	NO PERSON	TO SEE LES	<b>600</b> 0000000000000000000000000000000000		海点型	X		
- 1	MR-4-02	Mean Time To Repair - Loop - Line Share	7000	學文學	多級	11.75	<b>计器</b> 自	STATE OF			×		
	MR-4-02	Mean Time To Repair - Loop Trouble	X	ſ	×			2.832	5°,	2 T. S.			
		Mean Time To Repair - Central Office	X	1	X	1	10 PE			12.75	N/AI		
	MK-4-08	% Out Of Service > 24 Hours - POTS			_^_		及巴拉亚战	en sevi	10000	and A.	沙學是外		THE RESERVE
10		% Repeat Reports within 30 Days	l i	į	1	1		RESIDENCE IN	<b>第一次</b> 中	- T. M.		<u> </u>	
- 1		% Repeat Reports w/in 30 Days - POTS	×	1	×								
1		% Repeat Reports w/in 30 Days - Specials % Repeat Reports w/in 30 Days - Total - 2Wire xDSL	SIESTIM	ETHINASE.		ALTERNATIVE P		THE COL	Y 47		X	VST STATE OF	<b>建筑</b>
	MR-5-01	% Repeat Reports with 30 Days - Total - 200 re kDSL % Repeat Reports with 30 Days - Tot DSL Line Share	(第三)	100	10		3 566	Maria I	. ~ :- <b>K</b>	于海拔	x	ä	
		NETWORK PERFORMANCE		The same of the sa					200 T	7.437	20 T ) 15 2 mg		10.00
11		Final Trunk Groups Blocked	Sec.	C Date 1	Mace I	Design Albert	A PROTECTION	120 Personal Sept. (1982)	mu al	Section 1	100		1205-88(38-23) (42)
•••	NP-1-03	Blocked 2 months					×	ğ					
ı		Blocked 3 months	研制				x l						100
12		· · · · · · · · · · · · · · · · · · ·	200	TOWN PROCESS	74.651	Children of the	Contractor Lie	Market Charles	3-25-4-1				NAME OF THE OWNER.
	NP.2-01/2	Collocation % On Time Response to Request for Collocation		36.1	<b>2011</b>		22	第:清波》	× l	Į.			anasiemen l
		% On Time Response to Request for Collocation % On Time - Collocation				K200			ŝΙ		4		
		Average Delay Days	**	- T. T. T.				200	x	ŝ	<b>445</b>		
es et a											A COL		
		# of full share measures in category Total	346 15		建设了		解割倒		1.77 EST		<b>经验的</b>		
Inde	the Brovi	sions of the Plan, -1 performance scores are subject to	activeten	ant hazed o		vt bus month	's nectorm	3000					

Verizon Pennsylvania

**Performance Assurance Plan** 

**Backslide Report** 

Consolal Des	wisian LINE Ordering					Month
Special Pro	vision - UNE Ordering			% On Time	Observations	Market Adj.
OR-1-04-3190	% OT LSRC<10 Lines (Elec.	No Flow Through	)-POTS	70000000	Observations	market Auj.
OR-1-06-3320	% On Time LSRC >=10 Line	s (Electronic) - PO	TS			
OR-2-04-3320	% OT LSR Rej.<10 lines (Ele	cNo Flow Throu	gh)-POTS			
OR-2-06-3320	% On Time LSR Reject >= 1	Lines (Elec.) - PO	OTS			
		h \$\$'s in current r	· · · · · · · · · · · · · · · · · · ·	Total Mari	rot Adi *	
	_	ustment!! - check			y UNE Ordering market MOE UNE market adj	
Special Pro	vision - UNE Flow Thre	ough	ar de skoette til 22 keel seakt			
PR-5-01-3000	% Flow Through - Total - PC		OR-5-03-3112	% Flow Throu	ıgh - Achieved - I	POTS & Specia
88	2/ Observations		Month	•/	Observations	<del>"                                    </del>
<u>Month</u>	% Observations Gross #	Flow-thru	<u>Month</u>	<u>%</u>	Gross #	Flow-thru
Month - 1			Month - 1			
Month - 2			Month - 2			
Month - 3			Month - 3			
Overali			Overall			
Overan			fl .			
Overan			Market Adju	stment *		
Overali			Market Adju	* For allocation, an	y Flow Though market MOE UNE market adju	-
				* For allocation, an		-
	vision - Hot Cut - Loo	p Performano	:e	* For allocation, an	MOE UNE market adju	-
	vision - Hot Cut - Loo	p Performano		* For allocation, an combined with the		estment allocation.
Special Pro			Ce % On Time	* For allocation, an	MOE UNE market adju	-
	vision - Hot Cut - Loo % On Time Performance - Ho		Ce % On Time	* For allocation, an combined with the	MOE UNE market adju	estment allocation.
Special Pro		ot Cut	Ce % On Time Current Mo. %Troubles	* For allocation, an combined with the	% On Time Prior Month %Troubles Prior	estment allocation.
Special Pro PR-9-01-3520	% On Time Performance - He	ot Cut	Ce % On Time Current Mo. %Troubles	* For allocation, an combined with the Observations	% On Time Prior Month %Troubles Prior	estment allocation.
Special Pro PR-9-01-3520	% On Time Performance - He	n 7 days - Hot Cut Market A	% On Time Current Mo.  %Troubles t  Greater of - Adjustment *	* For allocation, an combined with the Observations  Tier I (2 mo)	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)	Observations  Total
Special Pro PR-9-01-3520	% On Time Performance - He	n 7 days - Hot Cut Market A	% On Time Current Mo. %Troubles	* For allocation, an combined with the Observations  Tier I (2 mo)	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)	Observations  Total
Special Pro PR-9-01-3520 PR-6-02-3520	% On Time Performance - He % Installation Troubles with	n 7 days - Hot Cut  Market / * For allocation purpos adjustment allocation.	% On Time Current Mo.  %Troubles t  Greater of - Adjustment * es, any Hot Cut market	* For allocation, an combined with the Observations  Tier I (2 mo)	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)	Observations  Total
Special Pro PR-9-01-3520 PR-6-02-3520	% On Time Performance - He	n 7 days - Hot Cut  Market / * For allocation purpos adjustment allocation.	% On Time Current Mo.  %Troubles t  Greater of - Adjustment * es, any Hot Cut market	* For allocation, an combined with the Observations  Tier I (2 mo)	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)	Observations  Total  measure market
Special Pro PR-9-01-3520 PR-6-02-3520	% On Time Performance - He % Installation Troubles with	Market / *For allocation purpos adjustment allocation.	% On Time Current Mo.  %Troubles  t  Greater of - Adjustment * es, any Hot Cut market  Gasures	* For allocation, an combined with the Observations  Tier I (2 mo) t adjustment is com	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)  bined with the Critical (1mo)	Observations  Total  measure market  Observations
Special Pro	% On Time Performance - Ho % Installation Troubles with	Market / *For allocation purpos adjustment allocation.	% On Time Current Mo.  %Troubles  t  Greater of - Adjustment * es, any Hot Cut market  Gasures	* For allocation, an combined with the Observations  Tier I (2 mo) t adjustment is com	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)	Observations  Total  measure market
Special Pro	% On Time Performance - He % Installation Troubles with vision - Electronic Da % Missing Notifier Trouble Ti	Market A * For allocation purpos adjustment allocation.  ta Interface M cket PONS Cleare	% On Time Current Mo.  %Troubles  t  Greater of - Adjustment * es, any Hot Cut market  Gasures	* For allocation, an combined with the Observations  Tier I (2 mo) t adjustment is com	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)  bined with the Critical (1mo)	Observations  Total  measure market  Observations
Special Pro	% On Time Performance - He % Installation Troubles with vision - Electronic Da % Missing Notifier Trouble Ti	Market A * For allocation purpos adjustment allocation.  ta Interface M cket PONS Cleare	% On Time Current Mo.  %Troubles t  Greater of - Adjustment * es, any Hot Cut market  Geasures ed within 3 Bus. I	* For allocation, an combined with the Observations  Tier I (2 mo) t adjustment is com	% On Time Prior Month  %Troubles Prior Month  or Tier II (1mo)  bined with the Critical (1mo)	Observations  Total  measure market  Observations

Total Market Adj.\*

<sup>\*</sup> For allocation, any EDI market adjustment is allocated to all CLEC's using the EDI interface based on the number of lines.

# **Backslide Report**

Chang	e Control Assurance Plan				
		% On Time	Observations	Mrkt Adj.	
PO-4-01	% Change Management Notices sent on Time (type 3,4,5)				
	* Cumlative number of delay days greater than 8 standard	Delay Days*	Observations		
PO-4-03	Change Management Notice Delay 8 plus Days (type 1-5)				
		% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01	% Software Validation				
L	* Cumlative number of delay hours greater than 48 hour standard	Delay Hours*	Observations		
PO-7-04	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround				

Total Market Adjustmen	
Resale allocation	
UNE allocation	

# Verizon Pennsylvania

# **PAP/CCAP Market Adjustment Summary**

#### Month

For demonstration purposes, metrics have been failed to show financial results.

Weighted Score

Market Adjustment

### MODE OF ENTRY

Resale

**Unbundled Network Elements** 

**Trunks** 

**Digital Subscriber Lines** 

## **Mode of Entry Total**

#### **# CRITICAL MEASURES**

- 1 OSS Interface
- 2 % On Time Ordering Notification
- 3 % Completed
- 4a % Missed Appointment VZ Total EEL
- 4b % Missed Appointment
- 5 % Missed Appt. VZ No Disp.- Platform
- 6 Hot Cut Performance
- 7 % On Time Performance UNE LNP
- 8 Missed Repair Appts.
- 9 Mean Time To Repair
- 10 % Repeat Reports within 30 Days
- 11 Final Trunk Groups Blocked
- 12 Collocation

#### Critical Measure Total

#### SPECIAL PROVISIONS

**UNE Ordering** 

**UNE Flow Through (Quarterly)** 

**UNE Hot Cut Loop** 

**EDI Measures** 

**Special Provision Total** 

#### CHANGE CONTROL

## **Grand Total**

# 271 Backsiide Market Adjustment Summary - CLEC A

#### Month

Weighted Market Score Adjustment Number of Units Market Adjust. Number of Units in Market

Rate

for CLEC A

Total Market Adjustment for CLEC A

MODE OF ENTRY

Resale

Unbundled Network Elements

Trunks

DSL

#### TOTAL MOE \$ to CLEC A

	CRITICAL MEASURES / EDI SPECIAL PROVISION	
ı	OSS interfers	

٠.	CKITICAL MEAGURES / EDI SPECIAL FISSISIO	<b>'</b>
1	OSS Interface	Resale
1	OSS Interface	UNE
1	OSS Interface	DSL
2	% On Time LSRC - Flow Through - POTS - 2hrs	Resale
2	% OT LSRC<10 Lines (ElecNo Flow Through)-POTS	Resale
2	% OT LSRC >=10 Lines (Electronic) - POTS	Resale
2	% On Time LSR Reject - Flow Through - POTS	Resale
2	% OT LSR Rej. <10 tines (ElecNo Flow Through)-POTS	Resale
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	Resale
2	% SOP to Bill Completion Sent win 3 Bus. Days	Resale
2	% On Time LSRC - Flow Through - POTS - 2hrs	UNE
2	% OT LSRC<10 Lines (ElecNo Flow Through)-POTS	UNE
2	% OT LSRC >=10 Lines (Electronic) - POTS	UNE
2	% On Time LSR Reject - Flow Through - POTS	UNE
2	% OT LSR Rej.<10 lines (ElecNo Flow Through)-POTS	UNE
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	UNE
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	UNE
2	% On Time LSRC <10 Lines (E) -2Wire xDSL	DSL
2	% On Time LSRC <10 Lines (E) -DSL Line Share	DSL
2	% OT LSRC Reject <10 Lines (E) -2Wire xDSL	DSL.
2	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	OSL
3		DSL
3	% Comp. w/in 6 Days (1-5 lines) Tot 2Wire xDSL	DSL
	% Missed Appointment - BA - Total - EEL	UNE
	% Missed Appointment - BA - Total - Specials	Resale
	% Missed Appointment - BA - Total - Dispatch - POTS	Resale
	% Missed Appointment - BA - Total - No Dispetch - POTS	
	% Missed Appointment - BA - Total - Specials	UNE
	% Missed Appointment - BA - Total - Dispetch - New Loop	
	% Missed Appointment - BA - Total - Trunks	Trunks
	Average Delay Days - Total - 2Wire xDSL	DSL
	Average Delay Days - Total - DSL Line Share	DSL
	% Missed Appointment- Dispetch - 2Wire xDSL	DSL DSL
5	% Missed Appt No Disp DSt. Line Share	UNE
6	% Missed Appointment - BA - No Dispetch - Platform	Hot Cut
7	% On Time Performance / % Troubles Within 7 Days	Trunks
8	% On Time Performance - LNP	DSL
8	% Missed Repair Appt. (Loop) - 2Wire xDSL	DSL
9	% Missed Repair Appt. (Loop) - DSL Line Share Mean Time to Repair - Specials	Resale
9		Resale
_	Mean Time to Repair - Loop Trouble  Mean Time to Repair - Central Office	Resale
9	Mean 1 me to Repair - Central Office  % Out of Service > 24 Hours - POTS	Resale
9	Mean Time to Repair - Specials	UNE
9	Mean Time to Repair - Coop Trouble	UNE
9	Mean Time to Repair - Central Office	UNE
9	% Out of Service > 24 Hours - POTS	UNE
9	Mean Time to Repair - Trunks	Trunks
9	Mean Time To Repair - Loop - 2Wire xDSL	DSL.
9	Mean Time to Repair - Loop - Line Share	DSL DSL
	% Repeat Reports within 30 Days - POTS	Resale
		Resale
	% Repeat Reports within 30 Days - Specials % Repeat Reports within 30 Days - POTS	UNE
		UNE
	% Repeat Reports within 30 Days - Specials % Repeat Reports within 30 Days - 2Wire xDSL	DSL
	· · · · · · · · · · · · · · · · · · ·	
		DSL Trunks
	· · · · · · · · · · · · · · · · · · ·	Trunks
		Collocation
12	A CHI LEND RESPUESE IO REQUEST FOT COROCERON	COMOCHRION

12 Average Detay Days
Special Provision - Electronic Data Interface Measures

Collocation

12 % On Time - Collocation

# **APPENDIX H**

July, 2001

# **Special Provisions**

### **UNE Ordering Performance Measures:**

Verizon PA will provide an additional \$1,248,333 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of \$312,083 for each metric missing the standard will be distributed like the bill credits under Critical Measures. Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	ic # POTS Electronically Submitted	
OR-1-04	% On Time LSRC < 10 Lines	< 90%
OR-1-06	% On Time LSRC ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ≥ 10 Lines	< 90%

#### Flow Through:

An additional \$6.24 million per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01	% Flow Through – Total – UNE	1 <sup>st</sup> quarter: ≥ 70%
		$2^{\text{nd}}$ quarter: $\geq 71\%$
	·	$3^{\text{rd}}$ quarter: $\geq 73\%$
		4 <sup>th</sup> quarter: ≥ 76%
		5 <sup>th</sup> quarter: ≥ 78%
		6 <sup>th</sup> and following
		quarters: ≥ 80%
OR-5-03	% Flow Through – Achieved – UNE	1 <sup>st</sup> quarter: ≥ 86%
		2 <sup>nd</sup> quarter: ≥ 88%
		$3^{\text{rd}}$ quarter: $\geq 89\%$
		4 <sup>th</sup> quarter: ≥91%
		5 <sup>th</sup> quarter: ≥ 93%

## APPENDIX H Page 2

90.9%

6<sup>th</sup> and following quarters: ≥ 95%

For each measure, the UNE scores will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then \$1.56 million will be credited to all CLECs purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops. Performance will be measured for the first time under this measure upon Verizon PA's entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

The following table demonstrates the calculation of quarterly flow through performance using the standard for the  $6^{th}$  and following months:

Quarterly Flow Through Performance:				Quarter
	Month 1	Month 2	Month 3	Total
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Processed				
UNE	25000	21000	22000	68000
Total % Flow Through - UNE for Quarter:				73.5%
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Designed to Flow Through:				
UNE	18000	19000	18000	55000

Total % Achieved Flow Through - UNE for Quarter:

In this example, neither metric met the performance threshold, therefore, \$1.56 million would have been credited to all CLECs purchasing UNEs.

#### Additional Hot Cut Loop Performance Measures:

An additional \$14.98 million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01- "% On-Time Hot Cut Loop" and PR-6-02 - "% Installation Troubles within 7 Days - Hot Cut Loop." If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I	Tier II
		Threshold	
PR-9-01	% On Time Hot Cut Loop <sup>2</sup>	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon PA does not satisfy the above standards for two consecutive months, it will distribute \$624,167 to the affected CLECs. Under Tier II, if Verizon PA does not satisfy the above standards for a single month, it will distribute \$1,248,333 to the affected CLECs. Below is an example of how this measure would work.

#### Example:

These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon PA does not satisfy that Critical Measure.

<sup>%</sup> On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-4-06	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	\$624,167	\$1,248,333	\$0	\$0

In month 1, Verizon PA did not satisfy the more stringent requirements of Tier II and \$1,248,333 in bill credits would be due.

In month 2, Verizon PA satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon PA failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon PA.)

In month 3 both the Tier I and II standards were met, Verizon PA would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon PA to fail these performance standards two months in a row. Verizon PA service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

#### **ELECTRONIC DATA INTERFACE MEASURES**

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon PA's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$11.24 million per annum in bill credits is available for these three measures.

## A. % Missing Notifier Trouble Ticket PONS cleared within 4 Business Days

Verizon PA will provide an addition \$624,444 in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 4 Business Days." If performance falls below 90% for any month on this measure, or more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon PA's request are rejected as duplicates, a credit of \$624,444 will be allocated

to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (2/15/01 version) are attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

## B. % SOP To Bill Completion Notice Sent Within 3 Business Days

Verizon PA will provide an additional \$312,222 in bill credits each month for a new measure "% SOP to Bill Completion Notice Sent Within 3 Business Days." A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 4 Business Days	< 90%

#### **PO-9 Timeliness of Trouble Ticket Resolution**

The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.

- The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.
- Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.

#### 90% threshold for Special Provisions

Company:	G	Geography:	
<ul> <li>CLEC agg</li> </ul>	regate	State	
Products	EDI Notifier Trouble Tickets		
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days		
Calculation Numerator Denominator		Denominator	
	Number of EDI missing notifier troub ticket PONS in denominator cleared v business days after receipt.		

# **OR-4** Timeliness of Completion Notification

### Resale & UNE combined:

#### Completion Notification Response Time:

The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

- VZ Test Orders
- When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.
- From OR-4-09; Complex Resale Orders

#### OR-4-09: 90% threshold for Special Provision.

Company:		Geography:
CLEC Ag	gregate	• State
CLEC Specific		
OR-4-09	% SOP to Bill Completion Within 3 Business Days	
District	- FDI O-1	

OR-4-09	% SOP to Bill Completion Within 3 Business Days		
Products	EDI Orders		
Calculation	Numerator	Denominator	
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.	